

**VFS SELF-ISOLATION
FAQ for International Students**

ALL TRAVELLERS ARRIVING TO CANADA ARE REQUIRED BY THE CANADIAN GOVERNMENT TO QUARANTINE (SELF-ISOLATE) FOR 14 DAYS AND TO SELF-MONITOR FOR SYMPTOMS.

- Unless you [are exempt](#), all international travellers returning to B.C. are required by law to self-isolate for 14 days and complete a self-isolation plan
- Travellers must [submit a B.C. self-isolation plan](#) and [complete the federal ArriveCAN application](#) for approval **prior** to their return to B.C., or upon arrival.
- International travellers returning to B.C. are required by law to self-quarantine for 14 days and complete the federal [ArriveCAN](#) application. Travellers entering Canada by land & air will also require a negative COVID-19 test prior to arrival.

International travel restrictions

On March 18, 2020, the federal government announced the closure of Canada's borders to non-essential travel due to COVID-19 measures.

Until further notice, international visitors (including those from the U.S.) are not allowed in Canada.

Mandatory requirements for travellers to Canada

By air:

Travellers need to provide proof of a negative COVID-19 molecular (PCR) test taken within 72 hours before their scheduled departure time. Airlines will refuse boarding to travellers who are unable to provide a negative COVID-19 test. (You don't require a test to fly within Canada.)

Travellers are also required to:

- Take a COVID-19 polymerase chain reaction (PCR) test, or molecular test, upon arrival in Canada either by air or by land.
- Stay in a government-supervised hotel for up to 3 days at their own cost while awaiting the test results.
- All hotels are located near one of the 4 Canadian airports currently accepting international flights: Vancouver International Airport, Calgary International Airport, Toronto Pearson International Airport, and Montreal-Trudeau International Airport.
- This new 3-day accommodation requirement is mandatory for all air travellers arriving in Canada, with some limited exceptions.
- Travellers must remain in their hotel rooms and are responsible for all associated costs (hotel room, food, security, infection control, and transportation).

Due to these extra costs, travellers can expect to pay significantly more than the cost of a traditional hotel room booking. Travellers will complete the rest of their 14-day quarantine at their planned location once they:

- Receive a negative test result from their on-arrival molecular test.
- Demonstrate that they have a suitable quarantine plan.

This includes travellers using public transportation and those taking a domestic flight to their final destination.

For the list of approved hotels for the mandatory 3-day hotel stopover at the airports of entry into Canada, please [click here](#).

Book your hotel

Direct

Some of the hotels offer direct online booking for government-authorized accommodation.

For all others, identify that you require accommodation for the COVID-19 mandatory 3-night stopover to ensure you're booked correctly.

Booking call line

You can also reserve and pay for your mandatory 3-night hotel stopover through GB Travel Canada Inc.:

- **1-800-294-8253 (toll-free within North America)**
- **1-613-830-2992 (collect outside of North America)**

Regular hours of operation: 8 am to 11 pm ET, 7 days a week. Calls received after hours will be limited to emergencies.

Service standard

The phone line is receiving a high volume of calls at the moment. Thank you for your patience.

You should only call the hotel booking number if you're ready to reserve your room.

Information required

You'll be able to choose from the listed hotel locations and be required to provide:

- traveller name(s)
- date(s) of birth
- gender (male, female, or undisclosed)
- arrival city and date
- payment information
- special requests and accessibility concerns
- pet information
- email address

Travellers will receive email confirmation of their accommodation within 4 hours of booking.

Costs

Costs of these hotel stopovers may vary by location. The price will include costs associated with the:

- food
- room
- security
- transportation
- infection prevention and control measures

By land:

As of February 15, 2021, travellers entering Canada by land must provide proof of a valid COVID-19 molecular test result taken in the U.S. upon arrival at the border.

Checklist for travellers to Canada

When entering Canada, you'll be:

- asked if you have a cough, fever, or difficulty breathing
- asked to show proof of a negative COVID-19 molecular test result taken within 72 hours of your scheduled departure time
- required to acknowledge that you must:
 - quarantine for 14 days if you don't have symptoms or
 - isolate for 14 days if you have symptoms
- asked if you have a suitable place to isolate or quarantine, where:
 - you'll have access to basic necessities, including water, food, medication and heat during the winter months
 - you won't have contact with people who:
 - are 65 years or older
 - have underlying medical conditions
 - have compromised immune systems
 - you won't be in a group or community living arrangement such as:
 - industrial camps
 - student residences
 - construction trailers
 - residential or long-term care facilities
 - sharing a small apartment
 - living in the same household with large families or many people
 - having roommates who haven't travelled with you that you can't avoid
- given instructions about the actions you must take under the emergency order and the penalties for non-compliance

Testing to end your quarantine:

Toward the end of your quarantine, you will be required to take another COVID-19 test. Instructions will be provided in the near future. You will be required to stay in your place of quarantine until you receive a negative test result.

If you receive a positive test result, you will be required to isolate for an additional 14-day period that begins on the day the test was taken. Upon receiving a positive test result, contact your local public health authority and follow their directions.

Travellers entering Canada must also:

- provide traveller contact information through:
 - the [ArriveCAN](#) mobile app or
 - the ArriveCAN website or
 - a paper form
- undergo screening by a border official
- answer any relevant questions:
 - when you arrive in Canada
 - during your 14-day period while in quarantine or isolation
- stay in a hotel while waiting a negative result of their molecular test

Those who break quarantine rules may face up to six months in prison or up to CAD \$750,000 in fines.

For more information about international travel to Canada, [click here](#).

What is a self-isolation plan?

You must be able to show how you can safely obey the law by self-isolating. That means staying home and avoiding situations where you could come in contact with others for 14 days.

Your self-isolation plan must consider:

- The location of your 14-day self isolation
- How you will travel to your isolation location
- Arranging the necessary supports:
 - Food
 - Medication
 - Child care
 - Cleaning supplies
 - Pet care
 - Social or family support

Need assistance?

Need help with your self-isolation plan? Talk to a Service BC agent

Service is available from 7:30 a.m. to 8 p.m. Pacific Time

International

604-412-0957

Within Canada

Text: 1-604-630-0300

Call: 1-888-COVID19

Accommodation

Some landlords or homestay families will allow you to self-isolate in their homes or apartments. However, some may not. It's important to have a place where you can safely self-isolate for 14 days.

Self-isolation options:

GEC (Global Education City, Vancouver student housing company)

- Address: 718 Drake St., Vancouver, BC V6Z 2W6
- Direct booking: <https://gecliving.com/inquiry/vfs/self-isolation/>
- Welcome package: Face masks, hand sanitizer, disinfectant wipes, snacks, bottled water, and toiletries (shampoo, conditioner, body lotion, soap, toothbrush, toothpaste)
- Food
 - 10% discount on White Spot food (located on the lobby floor)
 - Food deliveries are allowed. Delivery staff are allowed to drop off food at the door
- Sanitary
 - Weekly housekeeping. Housekeepers follow COVID guideline when cleaning the unit

YWCA

- Address: 733 Beatty St., Vancouver, BC V6B 2M4
- Food
 - Food deliveries are allowed. Delivery staff are allowed to drop off food at the door

- Sanitary
 - Weekly housekeeping

Exchange Hotel

- Address: 475 Howe St., Vancouver, BC V6C 2B3
- What's included: Tax, weekly housekeeping service, Wi-Fi, cable TV, utilities, 15% discount on food & beverage
- Food
 - 15% discount on food items from the restaurant in the hotel (Mediterranean)
 - Food deliveries are allowed. Delivery staff are allowed to drop off food at the door
- Sanitary
 - Weekly housekeeping. Housekeepers follow COVID guidelines when cleaning the unit
 - When guests refuse to have housekeeping, cleaning supplies will be provided
 - Designated floors for self-isolation rooms

Sandman Hotel (2 downtown locations)

- Addresses: 180 West Georgia St. & 1160 Davie St., Vancouver BC
- What's included: Weekly housekeeping service, Wi-Fi, cable TV, utilities, 15% discount on food and beverage
- Food
 - Food deliveries are allowed. Delivery staff are allowed to drop off food at the door
- Sanitary
 - Weekly housekeeping. Housekeepers follow COVID guideline when cleaning the unit

Travel arrangements to your accommodation

- **Go directly to your place of quarantine** without delay and stay there for 14 days from the date you arrived in Canada.
- You **must wear a suitable mask or face covering** while in transit.
- **Practise physical distancing** at all times.
- **Use private transportation** such as a private vehicle to reach your place of quarantine, if possible.
- **Do not make any unnecessary stops** on your way to your place of quarantine.
- **Avoid contact with others** while in transit:

- Remain in the vehicle as much as possible.
- If you need gas, pay at the pump.
- If you need food, use a drive-through.
- If you need to use a rest area, put on your mask and be mindful of physical distancing and good hygiene practices.

How to access food during self-isolation

Here are some convenient ways to access food during your self-isolation (quarantine) period.

Food Delivery Apps

- [Skip the Dishes](#)
- [Uber Eats](#)
- [Door Dash](#)
- [Fantuan](#)
- [Yogi's Kitchen](#)

Grocery Delivery

- [Save-On-Foods](#)
- [Stongs](#)
- [Spud](#)
- [Instacart](#)

Meal Kit Delivery *(if you have a kitchen)*

- [Chef's Plate](#)
- [Fresh Prep](#)
- [Hello Fresh](#)
- [Good Food](#)

Check out [meal kit reviews, comparisons, and discounts](#).

Personal Items

In addition to food supplies, recommended items to have on hand during the COVID-19 crisis are listed below.

- Medical masks for you and your caregiver (if applicable), or non-medical masks or face coverings
- Disposable paper towels
- Tissues
- Thermometer
- Over-the-counter medicine, or any prescription medicines that you may need (pain killers, fever reducer – i.e. ibuprofen or acetaminophen). Information on rules regarding travelling with medication and bringing health products into Canada can be found [here](#).
- Alcohol-based sanitizer containing at least 60% alcohol
- Dish soap
- Hand soap
- Regular laundry soap
- Regular household cleaning products
- Hard surface disinfectant
- Alcohol prep wipes, or appropriate cleaning products for high touch electronics

Finally, depending on your type of accommodation, you may need to bring (or order) personal items such as towels, sheets, pillows, etc., if they are not provided. Please consider ordering these types of items before you arrive. Stores like Walmart or online retailers such as Amazon provide a variety of household items for delivery.

How to access prescription drugs during self-isolation

Students need a prescription from a Canadian doctor.

Students will not be able to use a foreign prescription to get prescription medication in Canada. They need to get a prescription from a Canadian doctor, otherwise the pharmacist will not give them the prescription drugs.

Because of the COVID-19 pandemic, doctors are now able to prescribe medication virtually.

Here are the options to get a prescription virtually:

Care Point Clinic: <https://www.carepoint.ca/>

Guard.me holders: <https://www.guard.me/mobiledoctor.php>

BC MSP holders: <https://www.telus.com/en/bc/health/personal/babylon>

Students in need of prescriptions drugs may contact the following pharmacies, which offer free delivery:

<https://www.pharmacybc.com/service/free-delivery/>

<https://pharmacy.londondrugs.com/PharmacyServices/Prescription-Delivery>

<https://www.rexalldirect.ca/>

What you can and cannot do during your 14-day quarantine

Prohibited during quarantine:

- You may not leave your place of quarantine unless it is to seek medical attention.
- You may not have any guests even if you are outside and stay two metres apart from them.

Permitted during quarantine:

- You may use shared spaces, or private outdoor spaces in your place of quarantine provided you:
 - Avoid contact with others who did not travel with you;
 - Disinfect spaces after use;
 - Wear a suitable non-medical mask or face covering if a distance of 2 metres from others residing in your place of quarantine cannot be maintained.

Recommended during quarantine:

- **Wash your hands often** with soap and warm water or use an alcohol-based hand sanitizer containing at least 60% alcohol.
- **Avoid touching your face.**
- **Cover your mouth and nose** with your arm when coughing or sneezing.

Banking

If you need to set up a Canadian bank account during your 14-day self isolation, you can set up an account virtually. You may need to provide your passport and study permit. See below for a list of banking options.

Canadian Banks

- RBC (reach Luwam Tesfay, Banking Advisor: 604-665-5823 or luwam.tesfay@rbc.com)
- TD Bank
- CIBC
- Scotiabank
- Tangerine
- BMO

Cell phone

Phone Box

To check out their current rates, and sign up please [go to their website](#):

- Get a SIM card delivered for free to anywhere in the world
- Easy online activation
- Get a Canadian phone number in advance and prior arriving in Canada
- No contract commitment
- No activation or cancelation fee
- International credit card accepted
- Student-friendly prices
- Students can suspend their lines during vacation and reactivate the same number when they return to Canada
- 99% of devices are compatible with our network
- Multi-language support (English, French, Japanese, Chinese, Korean, Portuguese, German)

Stigma and anti-racism support, mental health, and cultural/religious considerations

VFS actively supports anti-racism in all messaging, as well as cultural and religious considerations. For many years, over 50% of the students each year attending VFS are international students, and VFS actively welcomes and supports all students regardless of their cultural/religious backgrounds. VFS also has a robust Counselling Service for students in need and will offer both online and in-person sessions for students as appropriate.

Vancouver Film School is committed to equity, diversity and inclusion for all VFS community members including students, faculty, staff, and partners.

We subscribe to the principles of the Human Rights Code of British Columbia and as such will not tolerate unjust, unfair or unlawful discrimination on the grounds of race, colour, ancestry, place of origin, religion, political belief, marital status, family status, physical or psychological conditions, gender, sexual orientation and expression, or age.

In recognizing the historical legacies of injustice, systemic oppression, and structural power within North America and globally, we work towards creating a community where members feel safe, welcomed, and respected and where no one is subject to any form of oppression and/or discrimination.

This includes recognizing and respecting the:

- Diversity of individuals, ideas and opinions
- Value of differences and unique abilities
- Equality of opportunity, accessibility and inclusion
- Right to reasonable accommodation

Any students who feel as though they have been targeted based on their perceived race, disability, religion, place of origin or ancestry should contact VFS Educational Administration at edadmin@vfs.com or 604-685-5808. Educational Administration staff will arrange a meeting with students to discuss the matter in a confidential manner and outline VFS policies and available response options.

COVID-19 testing, contact tracing, and care

Testing is available for all who need it but not everyone requires a test. If you develop symptoms, use the [BC COVID-19 Self-Assessment Tool](#) to help determine if you need further assessment or testing for COVID-19. You can complete this assessment for yourself, or on behalf of someone else, if they are unable to.

Where to get a COVID-19 test

You can get a COVID-19 test from a physician, nurse practitioner, urgent and primary care centre, or at a [COVID-19 test collection centre](#). You can call 8-1-1 to find testing near you. Please visit an emergency department if you are experiencing health conditions that require urgent and emergency care.

Vancouver Coastal Health test collection centres and urgent and primary care centres

(UPCC) that offer testing and assessment are listed below. Please be prepared to wait in line. Test collection centres may have faster wait times. To find the wait times for some of our sites, please visit [VCH's wait-times website](#).

Many test collection centres are located outdoors. Please be prepared for inclement weather.

Vancouver

Vancouver Test Collection Centre - Parking lot adjacent to St. Vincent's

- Parking lot, 4875 Heather St., Vancouver, BC
- Please do enter Honoria Conway
- 8:30 a.m. to 4:00 p.m., seven days a week
- Ages 4+
- Drive-up and walk-in available
- No appointment necessary

Vancouver Test Collection Centre - North parking lot (#865) Vancouver Community College

- 1155 East Broadway, Vancouver, BC
- Entrance on 7th Ave. between Keith and Glen Drive, north parking lot #865
- No access through Vancouver Community College
- 9:00 a.m. to 7:30 p.m., seven days a week
- Ages 4+; saline (gargle) test available for children
- No appointment necessary

Vancouver Test Collection Centre - Downtown Eastside

- 429 Alexander St., Vancouver, BC
- 10:00 a.m. to 5 p.m., Monday to Friday (closed 12:30 p.m. and 1:30 p.m.)
- No appointment necessary

City Centre UPCC

- 1290 Hornby Street, Vancouver, BC
- 8:00 a.m. to 10:00 p.m., Monday to Saturday and 9:00 a.m. to 5:00 p.m., Sunday
- Ages 12+
- No appointment necessary

REACH UPCC

- 1145 Commercial Drive, Vancouver, BC
- Monday to Saturday, 8:00 a.m. to 10:00 p.m. and Sunday, 9:00 a.m. to 5:00 p.m.
- All ages
- Please call 604-216-3138 for all COVID-19 related inquiries - appointments only at this time (no walk-ins)

North Vancouver

North Vancouver Test Collection Centre - Centennial Theatre parking lot

- 2300 Lonsdaléite Avenue, North Vancouver, BC
- Parking lot is behind the Centennial Theatre
- 8:00 a.m. to 7:00 p.m., seven days a week
- Ages 4+; saline (gargle) test available for children
- No appointment necessary

North Vancouver UPCC

- 221 West Esplanade, Suite 200, 2nd floor, North Vancouver, BC
- 8:00 a.m. to 10:00 p.m., Monday to Saturday and 9:00 a.m. to 5:00 p.m., Sunday
- All ages
- No appointment necessary

Richmond

Richmond Test Collection Centre

- Parking lot of Richmond Tennis Club, 6280 Gilbert Road., Richmond, BC
- 9:00 a.m. to 4:00 p.m., seven days a week
- Ages 4+ ; saline (gargle) test available for children
- No appointment necessary

If you have additional questions regarding self-isolation protocols and guidelines for international students at VFS, please contact:

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